

AMERICAN CUSTOMER SATISFACTION INDEX SCORES (ACSI)

The ACSI is comprised of three questions, which are weighted and converted into an average based on a score of 0-100. The ACSI is widely used in both the public and private sectors and provides a reliable benchmark. Of the three ACSI questions, data indicates Kentucky participants rate the services received very high, but there is room for improvement.

As the chart below shows, Overall Satisfaction remains high at 88%. The scores for the customer's expectations and ideal services also remain high.

| Statewide | Number of Responses | Mean | Standard Deviation |
|--------------------------|---------------------|------|--------------------|
| Overall Satisfaction | 480 | 88.0 | 18.1 |
| Compared to Expectations | 480 | 86.8 | 19.9 |
| Compared to the Ideal | 480 | 83.8 | 19.9 |
| ACSI | 480 | 86.4 | 18.1 |

PARTICIPANTS WERE ASKED, "DURING THE PERIOD IN WHICH YOU WERE SEEKING EMPLOYMENT AND/OR TRAINING THROUGH THE ONE-STOP CENTER, DID YOU RECEIVE".

A THOROUGH ASSESSMENT OF YOUR NEEDS

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | Yes | 409 | 59.5 | 85.2 | 85.2 |
| | No | 71 | 10.3 | 14.8 | 100.0 |
| | Total | 480 | 69.9 | 100.0 | |
| Missing | System | 207 | 30.1 | | |
| Total | | 687 | 100.0 | | |

ACCESS TO AND USE OF THE RESOURCE ROOM

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 331 | 48.2 | 69.0 | 69.0 |
| | No | 148 | 21.5 | 30.8 | 99.8 |
| | Don't know | 1 | .1 | .2 | 100.0 |
| | Total | 480 | 69.9 | 100.0 | |
| Missing | System | 207 | 30.1 | | |
| Total | | 687 | 100.0 | | |

ASSISTANCE IN FINDING A JOB

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | Yes | 270 | 39.3 | 56.3 | 56.3 |
| | No | 210 | 30.6 | 43.8 | 100.0 |
| | Total | 480 | 69.9 | 100.0 | |
| Missing | System | 207 | 30.1 | | |
| Total | | 687 | 100.0 | | |

ASSISTANCE TO DEVELOP AN INDIVIDUAL EMPLOYMENT PLAN

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 225 | 32.8 | 46.9 | 46.9 |
| | No | 254 | 37.0 | 52.9 | 99.8 |
| | Don't know | 1 | .1 | .2 | 100.0 |
| | Total | 480 | 69.9 | 100.0 | |
| Missing | System | 207 | 30.1 | | |
| Total | | 687 | 100.0 | | |

SOMEONE TO SUPPORT YOU DURING YOUR JOB SEARCH OR TRAINING

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 433 | 63.0 | 90.2 | 90.2 |
| | No | 46 | 6.7 | 9.6 | 99.8 |
| | Don't know | 1 | .1 | .2 | 100.0 |
| | Total | 480 | 69.9 | 100.0 | |
| Missing | System | 207 | 30.1 | | |
| Total | | 687 | 100.0 | | |

ASSISTANCE TO DECIDE ABOUT THE BEST TRAINING TO TAKE

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 299 | 43.5 | 62.3 | 62.3 |
| | No | 180 | 26.2 | 37.5 | 99.8 |
| | Don't know | 1 | .1 | .2 | 100.0 |
| | Total | 480 | 69.9 | 100.0 | |
| Missing | System | 207 | 30.1 | | |
| Total | | 687 | 100.0 | | |

RECEIVE ANY TRAINING

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | Yes | 389 | 56.6 | 81.0 | 81.0 |
| | No | 91 | 13.2 | 19.0 | 100.0 |
| | Total | 480 | 69.9 | 100.0 | |
| Missing | System | 207 | 30.1 | | |
| Total | | 687 | 100.0 | | |

RECEIVE OCCUPATIONAL TRAINING

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | Yes | 350 | 50.9 | 90.2 | 90.2 |
| | No | 38 | 5.5 | 9.8 | 100.0 |
| | Total | 388 | 56.5 | 100.0 | |
| Missing | System | 299 | 43.5 | | |
| Total | | 687 | 100.0 | | |

RECEIVE TRAINING TO GIVE YOU GENERAL SKILLS FOR THE WORKPLACE

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | Yes | 78 | 11.4 | 20.1 | 20.1 |
| | No | 310 | 45.1 | 79.9 | 100.0 |
| | Total | 388 | 56.5 | 100.0 | |
| Missing | System | 299 | 43.5 | | |
| Total | | 687 | 100.0 | | |

RECEIVE TRAINING IN ENGLISH OR MATH

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | Yes | 79 | 11.5 | 20.4 | 20.4 |
| | No | 309 | 45.0 | 79.6 | 100.0 |
| | Total | 388 | 56.5 | 100.0 | |
| Missing | System | 299 | 43.5 | | |
| Total | | 687 | 100.0 | | |

DID YOU GET ANY OTHER HELP OR SERVICE THAT WAS NOT MENTIONED

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | Yes | 239 | 34.8 | 49.8 | 49.8 |
| | No | 241 | 35.1 | 50.2 | 100.0 |
| | Total | 480 | 69.9 | 100.0 | |
| Missing | System | 207 | 30.1 | | |
| Total | | 687 | 100.0 | | |

QUESTIONS ABOUT THE STAFF

All respondents were asked four questions about how they felt staff treated them and their knowledge of the services available to them.

COURTESY OF STAFF

59.1% of participants reported that staff was extremely courteous.

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------------|-----------|---------|---------------|--------------------|
| Valid | Not at all courteous | 2 | .3 | .4 | .4 |
| | Somewhat courteous | 17 | 2.5 | 3.5 | 4.0 |
| | Moderately courteous | 54 | 7.9 | 11.3 | 15.2 |
| | Extremely courteous | 406 | 59.1 | 84.8 | 100.0 |
| | Total | 479 | 69.7 | 100.0 | |
| Missing | System | 208 | 30.3 | | |
| Total | | 687 | 100.0 | | |

UNDERSTANDING OF STAFF

Respondents gave high scores to the extent to which staff understood their needs.

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------------------|-----------|---------|---------------|--------------------|
| Valid | Showed no understanding | 3 | .4 | .6 | .6 |
| | Showed some understanding | 21 | 3.1 | 4.4 | 5.0 |
| | Showed moderate understanding | 74 | 10.8 | 15.4 | 20.5 |
| | Showed great understanding | 381 | 55.5 | 79.5 | 100.0 |
| | Total | 479 | 69.7 | 100.0 | |
| Missing | System | 208 | 30.3 | | |
| Total | | 687 | 100.0 | | |

STAFF WILLINGNESS TO HELP

As with the two questions above, respondents are very satisfied with the helpfulness of staff.

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------------------|-----------|---------|---------------|--------------------|
| Valid | Not at all willing to help | 3 | .4 | .6 | .6 |
| | Somewhat willing to help | 22 | 3.2 | 4.6 | 5.2 |
| | Moderately willing to help | 62 | 9.0 | 12.9 | 18.2 |
| | Very willing to help | 392 | 57.1 | 81.8 | 100.0 |
| | Total | 479 | 69.7 | 100.0 | |
| Missing | System | 208 | 30.3 | | |
| Total | | 687 | 100.0 | | |

KNOWLEDGE OF THE AVAILABLE SERVICES AFTER FIRST VISIT TO CENTER

16.9% respondents reported that they were unaware of the services available to them at the end of their first visit to the One-Stop Center. However, 83.1% respondents reported that they knew of most or all of the services available to them at the end of their first visit to the One-Stop Center. As you can see below, the One-Stop staff members have focused on informing customers of services available.

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Hardly any of the services available | 13 | 1.9 | 2.7 | 2.7 |
| | Some of the services available | 68 | 9.9 | 14.2 | 16.9 |
| | Most of the services available | 229 | 33.3 | 47.8 | 64.7 |
| | All of the services available | 169 | 24.6 | 35.3 | 100.0 |
| | Total | 479 | 69.7 | 100.0 | |
| Missing | System | 208 | 30.3 | | |
| Total | | 687 | 100.0 | | |

QUESTIONS ABOUT THE RESOURCE ROOM

Responding participants who used the resource room were extremely satisfied with the availability of equipment and staff.

AVAILABILITY OF EQUIPMENT IN RESOURCE ROOM

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------------------|-----------|---------|---------------|--------------------|
| Valid | Sometimes available | 16 | 2.3 | 4.7 | 4.7 |
| | Mostly available | 60 | 8.7 | 17.5 | 22.2 |
| | All of the services available | 217 | 31.6 | 63.3 | 85.4 |
| | Not applicable | 50 | 7.3 | 14.6 | 100.0 |
| | Total | 343 | 49.9 | 100.0 | |
| Missing | System | 344 | 50.1 | | |
| Total | | 687 | 100.0 | | |

AVAILABILITY OF STAFF TO HELP IN THE RESOURCE ROOM

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------------------|-----------|---------|---------------|--------------------|
| Valid | Hardly ever available | 2 | .3 | .6 | .6 |
| | Sometimes available | 15 | 2.2 | 4.4 | 5.0 |
| | Mostly available | 61 | 8.9 | 17.9 | 22.9 |
| | Always available | 213 | 31.0 | 62.5 | 85.3 |
| | Not applicable | 50 | 7.3 | 14.7 | 100.0 |
| | Total | 341 | 49.6 | 100.0 | |
| Missing | System | 346 | 50.4 | | |
| Total | | 687 | 100.0 | | |

CASE MANAGER ACTIVITY

A high proportion of respondents reported having a case manager. This is consistent with the high proportion of WIA participants in Kentucky who receive intensive services or training. Respondents are satisfied with case managers' knowledge and the degree of follow-up. We are able to conclude that participants are receiving adequate follow-up from the case managers.

THOSE WHO HAD CASE MANAGEMENT

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | Yes | 413 | 60.1 | 87.7 | 87.7 |
| | No | 58 | 8.4 | 12.3 | 100.0 |
| | Total | 471 | 68.6 | 100.0 | |
| Missing | System | 216 | 31.4 | | |
| Total | | 687 | 100.0 | | |

KNOWLEDGE OF CASE MANAGER

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------|-----------|---------|---------------|--------------------|
| Valid | Not at all knowledgeable | 4 | .6 | 1.0 | 1.0 |
| | Somewhat knowledgeable | 16 | 2.3 | 3.8 | 4.8 |
| | Moderately knowledgeable | 64 | 9.3 | 15.4 | 20.2 |
| | Very knowledgeable | 329 | 47.9 | 79.1 | 99.3 |
| | Not applicable | 3 | .4 | .7 | 100.0 |
| | Total | 416 | 60.6 | 100.0 | |
| Missing | System | 271 | 39.4 | | |
| Total | | 687 | 100.0 | | |

CASE MANAGER KEEPING IN CONTACT

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------------|-----------|---------|---------------|--------------------|
| Valid | Less often than necessary | 27 | 3.9 | 6.5 | 6.5 |
| | The right amount of time | 353 | 51.4 | 84.9 | 91.3 |
| | More than necessary | 33 | 4.8 | 7.9 | 99.3 |
| | Not applicable | 3 | .4 | .7 | 100.0 |
| | Total | 416 | 60.6 | 100.0 | |
| Missing | System | 271 | 39.4 | | |
| Total | | 687 | 100.0 | | |

TRAINING SERVICES

Respondents were very satisfied with all dimensions of their training experience. 92.3% generally felt that they understood most or all of their training options. This has increased 4.3% from the July – September 2003 report. In regards to scheduling and beginning training, 80.3% of respondents reported that staff gave enough guidance to the participants. This percentage has increased 4.3% over the last report. Furthermore, 40.4% of respondents reported that they did not get a job in the field for which they were trained in. However, 59% of respondents said they did get a job in the field for which they were trained in. WIA training has clearly proven very useful to respondents with their current job. The usefulness of training and its relationship to the current job have an important effect on overall satisfaction. See satisfaction analyses on next page.

UNDERSTANDING OPTIONS ABOUT TRAINING

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------------|-----------|---------|---------------|--------------------|
| Valid | None of your options | 3 | .4 | .7 | .7 |
| | Some of your options | 24 | 3.5 | 5.9 | 6.7 |
| | Most of your options | 116 | 16.9 | 28.7 | 35.4 |
| | All of your options | 257 | 37.4 | 63.6 | 99.0 |
| | Not applicable | 4 | .6 | 1.0 | 100.0 |
| | Total | 404 | 58.8 | 100.0 | |
| Missing | System | 283 | 41.2 | | |
| Total | | 687 | 100.0 | | |

STAFF GIVING ENOUGH GUIDANCE ABOUT TRAINING

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Not nearly enough guidance | 4 | .6 | 1.0 | 1.0 |
| | Somewhat less than enough guidance | 15 | 2.2 | 3.8 | 4.9 |
| | Nearly enough guidance | 53 | 7.7 | 13.6 | 18.4 |
| | Enough guidance | 314 | 45.7 | 80.3 | 98.7 |
| | Not applicable | 4 | .6 | 1.0 | 99.7 |
| | Refused to answer | 1 | .1 | .3 | 100.0 |
| | Total | 391 | 56.9 | 100.0 | |
| Missing | System | 296 | 43.1 | | |
| Total | | 687 | 100.0 | | |

SATISFACTION WITH TRAINING

Participants were asked to rate on a scale of 1 to 10, how likely were they to recommend these services to other individuals with similar needs? Those participants who responded gave high numbers for the overall satisfaction with the training program provided through the One-Stop Centers.

| | Number of Responses | Minimum | Maximum | Mean | Standard Deviation |
|------------------------------------|---------------------|---------|---------|------|--------------------|
| Overall satisfaction with training | 391 | 1 | 10 | 9.12 | 1.483 |

GETTING A JOB IN TRAINING FIELD

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 229 | 33.3 | 59.0 | 59.0 |
| | No | 157 | 22.9 | 40.5 | 99.5 |
| | Don't know | 1 | .1 | .3 | 99.7 |
| | Refused to answer | 1 | .1 | .3 | 100.0 |
| | Total | 388 | 56.5 | 100.0 | |
| Missing | System | 299 | 43.5 | | |
| Total | | 687 | 100.0 | | |

USEFULNESS OF TRAINING ON CURRENT JOB

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Not at all useful | 46 | 6.7 | 11.8 | 11.8 |
| | Somewhat useful | 29 | 4.2 | 7.4 | 19.2 |
| | Moderately useful | 25 | 3.6 | 6.4 | 25.6 |
| | Very useful | 195 | 28.4 | 50.0 | 75.6 |
| | Not applicable | 94 | 13.7 | 24.1 | 99.7 |
| | Refused to answer | 1 | .1 | .3 | 100.0 |
| | Total | 390 | 56.8 | 100.0 | |
| Missing | System | 297 | 43.2 | | |
| Total | | 687 | 100.0 | | |

EMPLOYMENT STATUS

CURRENTLY EMPLOYED

Over half of the respondents reported currently employed full time. Less than three quarters of respondents reported not currently employed. Employment status is strongly related to higher overall satisfaction. See satisfaction analyses on next page.

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------|-----------|---------|---------------|--------------------|
| Valid | Full time | 283 | 41.2 | 59.2 | 59.2 |
| | Part time | 85 | 12.4 | 17.8 | 77.0 |
| | Not employed | 110 | 16.0 | 23.0 | 100.0 |
| | Total | 478 | 69.6 | 100.0 | |
| Missing | System | 209 | 30.4 | | |
| Total | | 687 | 100.0 | | |

CURRENT INCOME COMPARED TO BEFORE RECEIVING SERVICES

31.5% of participants reported that their income is much more higher than before receiving WIA services. However, 29.3% reported that their income is much less or somewhat less than before. 16.9% reported their income was about the same as before.

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------------|-----------|---------|---------------|--------------------|
| Valid | Much less than before | 37 | 5.4 | 10.1 | 10.1 |
| | Somewhat less than before | 70 | 10.2 | 19.2 | 29.3 |
| | About the same as before | 62 | 9.0 | 17.0 | 46.3 |
| | Somewhat more than before | 81 | 11.8 | 22.2 | 68.5 |
| | Much more than before | 115 | 16.7 | 31.5 | 100.0 |
| | Total | 365 | 53.1 | 100.0 | |
| Missing | System | 322 | 46.9 | | |
| Total | | 687 | 100.0 | | |

RECOMMEND SERVICE TO OTHERS

Participants were asked how likely were they to recommend WIA services to other individuals with similar needs. Kentucky One-Stop Centers received high scores from WIA participants.

| | Number of Responses | Minimum | Maximum | Mean | Std. Deviation |
|---------------------|---------------------|---------|---------|------|----------------|
| Recommend to others | 478 | 1 | 10 | 9.17 | 1.751 |